

### **Kings Court, Cox & Livery Street, Birmingham**

We provide the following update concerning various issues at this development.

#### **Rent & Service Charge Invoices**

Please find enclosed the ground-rent and service charge invoice for the first half of this year with associated Notices. These require prompt payment with any agreed basis and timing of payment needing prior agreement, failing which we shall need to take further action to recover.

#### **Company & Service Charge Accounts 2014**

Please find enclosed the following regarding the above:

- A. Directors Report & Financial Statements. These are the formal company accounts needed for the management company submitted to Companies House showing only the core pieces of information for company purposes.
- B. Service Charge Accounts. These have been prepared by Clement Keys, the company accountants in order to ensure service charge monies managed on behalf of the management company are in line with the company accounts. These provide a comparison with the previous year's actual income and expenditure as well as the original budget for 2014 and also a balance sheet and service charge income and expenditure account. These account for the remaining part of the refurbishment works to the internal corridors at the development as per appropriate Notices issued to each leaseholder in 2013. These works along with roof and general repairs reduced the reserve fund to zero at the end of 2014.
- C. Service Charge Certificate for the period 1 January – 31 December 2014. This summarises how the above service charge account applies to your particular unit and charges which mirrors the expenditure items in the above service charge accounts following minor adjustments by the accountants. You will note how there is no net affect to any charges for this year with expenditure in the service charge account matching the income charges for the year and any necessary adjustments being made to the Reserve Fund as above

#### **Company & Service Charge Accounts 2015 & 2016**

The 2015 company and service charge accounts will follow in 2016 and in the meantime the 2016 budget continues at the same level. However due to reduced Reserve Fund monies and on-going longer-term maintenance works being needed at the property a decision will be made this year by the Directors of the Management Company as to whether to increase this level in order to build up funds sooner.

We are instructing a condition survey of the building this year to determine priority planned maintenance works over the next few years and the effect on service charge levels to fund this, including external redecorations, reactive and systematic roof and roof-window repairs, and security and electrical works.

### **Annual General Meeting**

The next AGM will be held on Monday 20 June 2015 at 6pm at the offices of KWB. We should be grateful if you would confirm whether you are able to attend this meeting or any issues you wish to raise if you are not able to attend. We will circulate minutes afterwards and, therefore, please confirm any suitable contact details including email address and telephone number.

Whilst we have addressed this letter and invitation to you the owner of your property and, therefore, shareholder in KingsCourt (Birmingham) Management Co Ltd, we trust you will forward any appropriate information with the occupier of your property and confirm any day-to-day issues with them.

### **Window Cleaning**

The contractor carrying out the external window cleaning at the development is changing to Rapid Cleaning Service from January this year. This is carried out every two months and excludes the roof windows due to access restrictions.

### **Residents Manual**

We have re-drafted the residents' manual to be shorter and clearer for both longer term owners and shorter term occupiers. This will be issued after the AGM, please contact us if you would like to receive a draft copy of this to provide feedback and changes.

### **Refuse**

We sent the enclosed letter dated 19 June 2015 regarding the refuse arrangements at the property. Both general and recycle rubbish must be taken to the bin area in the basement carpark, and all additional refuse must be removed by each occupier. Under no circumstances must this be left in any communal areas such as corridors, carpark, bin area, or court yards, even if it is waiting to be collected.

We shall begin issuing warning Notices with immediate effect of any occurrences of this, with an automatic £50 + VAT charge to each owner if this is not removed with 7 days and then the recharge of costs incurred to immediately arrange removal.

### **KWB Residential**

We have launched a new website, [www.kwbresidential.com](http://www.kwbresidential.com) which holds pieces of information regarding this development and is a point of contact for non-emergency issues, including reporting of issues and requesting items such as additional gate fobs. Please find enclosed a flyer as a reminder of this facility, which you may wish to pass to any occupiers.

There is also a new out-of-hours telephone support service for any emergency issues for KWB Residential – details are confirmed when you call the main office number 0121 233 2330.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Andy Nuttall', with a large, stylized flourish at the end.

**ANDY NUTTALL**

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